

**ESSENTIAL FUNCTIONS DUTY STATEMENT**

HRM-025

<b>Classification Title:</b> OFFICE TECHNICIAN (TYPING)	<b>Branch/Division/Bureau:</b> ENFORCEMENT BRANCH / FRAUD DIVISION
<b>Working Title:</b> Office Technician	<b>Office/Unit/Section/Geographic Location:</b> ///CENTRAL VALLEY (FRESNO)
<b>Position Number (13 Digit):</b> 413-686-1139-001	<b>Conflict of Interest Position:</b> NO
<b>Employee Name:</b>	<b>Effective Date:</b>

**BASIC FUNCTION:**

Under the general direction of a Supervising Fraud Investigator II or his/her designee, the Office Technician performs a variety of clerical and administrative tasks in support of the Regional Office. The incumbent is expected to consistently exercise good judgment and a high degree of initiative in performing assigned tasks. The incumbent must also be able to perform support duties with minimal supervision and at times, work under pressure to meet deadlines. Typical duties of the Office Technician include, but are not limited to: composing and typing various correspondence, delivering and retrieving files, sort incoming/outgoing mail, and gathering and compiling information for data entry. The Office Technician must demonstrate the ability to communicate effectively with staff and the general public and work cooperatively with others.

**ESSENTIAL FUNCTIONS\***

40% Maintain all duties of the file room which includes indexing files through the Regional Office's case management system to generate a case number; distribute incoming documents to the assigned Investigator or case; and maintain and file insurance referrals. Distribute and retrieve files as requested and track open/closed cases for record keeping. Key data entry and retrieve information from necessary database, such as Oracle, SIRCON, CRIMS, and Investigation Division Case Management system. Generate statistical reports utilizing various databases to track special projects and the caseload of staff for the Regional Office. Prepare information generated by databases and prepare it into reports using software applications including Microsoft Excel and Word.

Compose various typing correspondence, including transcriptions, letters, spreadsheets and memorandums via software programs Word, Excel, Access, PowerPoint, and Outlook. Maintain the Regional Office's personnel phone contact list with current information. Utilize a photocopy machine to make photocopies and scans of reports, files, and other documents. Responsible for retrieving incoming documents

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from FAX machines; indexing when key information is missing, and matching to the appropriate file(s) for delivery to the proper Investigator or other staff. Follow established mail handling procedures. Open, date stamp, identify, process and route mail received from all sources and direct mail timely to the appropriate recipient. Handle all functions related to receiving and sending out mail via US Postal, UPS or FedEx including the maintenance of the office postage meter.

- 30% Responsible for preparing, processing, and tracking office equipment and supply orders. Receive, distribute and monitor inventory of supplies. Verify accuracy of orders and resolve order discrepancies if necessary. Oversee the proper functioning of the office equipment including large photocopiers, printers, and fax machines. Consult with management regarding the necessary equipment replacement or repair.

Review and distribute sensitive and confidential mail for the Regional Office. Determine appropriate information to be entered into database; may include the identification of the proper coding and information to generate a new case within the appropriate program (i.e. Workers' Compensation, Auto, Urban Grant, Health, or Property Casualty). Prepare case file(s) with completed documents utilizing knowledge of the various types of claims/referrals/complaints. Deliver completed files to supervisor and staff daily.

- 25% Acts as front office receptionist for the Regional Office. Provide relevant information and respond to a variety of inquiries to the general public, other Regional Offices, and Enforcement Branch Headquarters on detailed and sensitive telephone calls for the Regional Office. Determine when to forward incoming calls to the Daily Duty Officer. Take detailed messages from callers for the Investigators in the Regional Office. Exercise consumer-friendly assistance skills and knowledge of how to complete a Duty Officer Log. Prepare the Duty Officer schedule for each month.

**MARGINAL FUNCTIONS**

- 5% Works on special projects as assigned. Acts as the Regional Office payroll custodian and performs other job-related duties as necessary.

**WORK ENVIRONMENT OR PHYSICAL ABILITIES**

- Ability to move files weighing up to 25 lbs.
- Must be able to work in a law enforcement environment that includes the presence of firearms
- Must be able to work in a high-rise building
- Frequent sitting is required

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**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety Analyst.)

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Employee Signature

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Date

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Printed Name

**I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.**

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Supervisor Signature

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Date

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Printed Name